

IN THE CLAIMS

Please amend cancel and add claims as indicated in the following complete list.

1. - 7. (Canceled)

8. (Amended) ~~The apparatus of claim 1,~~ An apparatus for providing building management information, comprising:

a receiver for receiving at least one of information pertaining to at least one of a building, a property, a unit of said building, and a unit of said property, and a request to receive information;

a memory device for storing at least one of said information and said request to receive information;

a processor for processing at least one of said information and said request to receive information, wherein said processor generates a response to said at lease on of said information and said request to receive information; and

a transmitter for transmitting said response to a communication device associated with an individual authorized to receive said response,

wherein at least one of said information, said request, and said response, contains at least one of building information, property information, unit information, management information and maintenance information;

wherein said apparatus generates and transmits a notification message to a posting individual upon the accessing of said information by a third party, and further wherein said notification message is at least one of an e-mail message, a facsimile transmission, a pager message, and a telephone message.

9. (Canceled)

10. (Amended) ~~The apparatus of claim 1,~~ An apparatus for providing building management information, comprising:

a receiver for receiving at least one of information pertaining to at least one of a building, a property, a unit of said building, and a unit of said property, and a request to receive information;

a memory device for storing at least one of said information and said request to receive information;

a processor for processing at least one of said information and said request to receive information, wherein said processor generates a response to said at least one of said information and said request to receive information; and

a transmitter for transmitting said response to a communication device associated with an individual authorized to receive said response,

wherein at least one of said information, said request, and said response,
contains at least one of building information, property information, unit information,
management information and maintenance information;

wherein said information contains a request to receive a service regarding said at
least one of a building, a property, a unit of said building, and a unit of said property.

11. - 15. (Canceled)

16.(Amended) ~~The apparatus of claim 1,~~ An apparatus for providing building
management information, comprising:

a receiver for receiving at least one of information pertaining to at least one of a
building, a property, a unit of said building, and a unit of said property, and a request to
receive information;

a memory device for storing at least one of said information and said request to
receive information;

a processor for processing at least one of said information and said request to
receive information, wherein said processor generates a response to said at least one of
said information and said request to receive information; and

a transmitter for transmitting said response to a communication device
associated with an individual authorized to receive said response.

wherein at least one of said information, said request, and said response,
contains at least one of building information, property information, unit information,
management information and maintenance information;

wherein said information contains at least one of package delivery information,
package shipment information, delivery tracking information, and shipment tracking
information.

17. (Amended) ~~The apparatus of claim 1,~~ An apparatus for providing building
management information, comprising:

a receiver for receiving at least one of information pertaining to at least one of a
building, a property, a unit of said building, and a unit of said property, and a request to
receive information;

a memory device for storing at least one of said information and said request to
receive information;

a processor for processing at least one of said information and said request to
receive information, wherein said processor generates a response to said at lease on of
said information and said request to receive information; and

a transmitter for transmitting said response to a communication device
associated with an individual authorized to receive said response,

wherein at least one of said information, said request, and said response,
contains at least one of building information, property information, unit information,
management information and maintenance information;

wherein said information contains instructions for service providers and vendors.

18. (Canceled)

19. (Amended) ~~The apparatus of claim 1,~~ An apparatus for providing building
management information, comprising:

a receiver for receiving at least one of information pertaining to at least one of a
building, a property, a unit of said building, and a unit of said property, and a request to
receive information;

a memory device for storing at least one of said information and said request to
receive information;

a processor for processing at least one of said information and said request to
receive information, wherein said processor generates a response to said at lease on of
said information and said request to receive information; and

a transmitter for transmitting said response to a communication device
associated with an individual authorized to receive said response.

wherein at least one of said information, said request, and said response,
contains at least one of building information, property information, unit information,
management information and maintenance information;

wherein said information contains access control information for controlling access to at least one of a building and a property, wherein said access control information regarding at least one individual authorized to obtain access to said at least one of a building and a property and an authorized time of access.

20. - 25. (Canceled)

26. (Amended) A method for supporting task management and collaboration
among persons associated with the operation of an occupied building ~~providing building~~
~~management information~~, comprising:

receiving from a first of a manager, a tenant, and a service staff member
providing service to an occupied building, at least one of information pertaining to at least one of a building, a property, a unit of said building, and a unit of said property and a request to receive information;

storing at least one of said information and said request to receive information;

processing at least one of said information and said request to receive information;

generating a response to said at least one of said information and said request to receive information; and

transmitting said response to a communication device of another of a manager, a tenant, and a service staff member providing service to an occupied building associated with an individual authorized to receive said response,

wherein at least one of said information, said request, and said response, contain at least one of building information, property information, unit information, management information and maintenance information.

27. (Unchanged) The method of claim 26, further comprising:

entering at least one of data, information and commands, into said apparatus;
and

storing information regarding at least one of a building, a property, an owner associated with at least one of a building and a property, an occupant of at least one of a building and a property, a manager associated with at least one of a building and a property, maintenance information, and contact information related to at least one of an owner, an occupant, a manager and a maintenance individual, associated with a building.

28. (Unchanged) The apparatus of claim 26, wherein said information is at least one of front desk information, front gate information, instructions, emergency instructions, emergency medical instructions, emergency access information, key-holding information, alarm information, emergency contract information, a notice, a request for at least one of information and a service, and advertisement, at least one of address and contact information for at least one of an owner, an occupant, a manager, and a maintenance individual, associated with said at least one of a building and a property, control information for controlling access to at least one of a building and a property, information regarding at least one individual authorized to obtain access to said at least one of a building and a property, an authorized time of access, information designed to at least on of solicit and collect responses from at least one of owners, occupants, and users of said apparatus, maintenance information, maintenance tracking information, scheduled maintenance information, maintenance monitoring information, package delivery information, package shipment information, delivery tracking information, shipment tracking information, instructions for at least one of a service provider and a vendor, employee information, employee work schedule information, hours worked by an employee, a comparison of time worked against time budgeted for an assignment, employee arrival time, employee departure time, and employee on-duty information.

29. (Unchanged) The method of claim 26, further comprising:

at least one of generating and transmitting a notification message to a posting individual upon the accessing of said information by a third party,

wherein said notification message is at least one of an e-mail message, a facsimile transmission, a pager message and a telephone message.

30. (Unchanged) The method of claim 26, further comprising:

receiving information from at least one of an encoded device and a bio-metric device.

31. (Unchanged) The method of claim 26, further comprising:

generating at least one of a list, a listing, and a report, containing at least one of building information, building management information, and building maintenance information, at least one of periodically, on a scheduled basis, and on-demand; and

transmitting said at least one of a list, a listing, and a report, to at least one individual at least one of periodically, on a scheduled basis, and on-demand.

32. (Unchanged) The method of claim 26, further comprising:

linking information for a first at least one of building and property to information for a second at least one of a building and property.

33. ~~(New) A real estate operations management computer program~~
accessible to tenants, staff and at least one manager, comprising:

procedures encoded for execution by a computer system including:

procedures for accepting restricted information from one of said tenants;

procedures for authorizing access to said restricted information by at least one of said staff and said at least one manager and for outputting said restricted information responsively to a result of said authorizing procedure;

procedures for notifying said one of said tenants of at least one of an attempt to access said restricted information and an access of said restricted information responsively to said procedures for authorizing.

a' 34. (New) A program as in claim 33, further comprising procedures for generating at least one of a facsimile and wireless message responsively to said procedures for notifying.

35. (New) A program as in claim 33, wherein said restricted information may include contact information, instructions for staff or management, and emergency information.

36. (New) A program as in claim 33, wherein said program is operable on a server for input and output via Internet clients.

37. (New) A program as in claim 33, further comprising procedures for warning a user accessing said restricted information prior to notifying said one of said tenants, said procedures for notifying being responsive to said procedures for warning.

38. (New) A program as in claim 33, wherein said procedures for accepting restricted information from one of said tenants are effective to accept information from multiple tenants, said program further comprising procedures for accessing said aggregate data responsive to said restricted information through an authorization procedure.

39. (New) A program as in claim 38, wherein said authorization procedure is for use by emergency workers.

40. (New)) A real estate operations management computer program accessible to tenants, staff and at least one manager, comprising:

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procedures encoded for execution by a computer system including:

procedures for accepting, storing, editing, and deleting document data;

procedures for controlling access to said document data by at least one of said tenants, said staff, and said at least one manager.

41. (New) A program as in claim 40, wherein said document data may include hyperlinks and graphics.

42. (New) A program as in claim 40 wherein said program is operable on a server for input and output via Internet clients.

43. (New) A program as in claim 40, further comprising procedures for restricting at least one of access to and acceptance of documents responsively to content of said documents.

44. (New) A program as in claim 40, further comprising procedures for notifying selected ones of said tenants, said staff, and said at least one manager of an addition, change, deletion, of one or more of documents accepted in said procedures for accepting, storing, editing.

45. (New) A program as in claim 44, wherein said procedures for notifying include further procedures for formatting messages for transmission by email, facsimile, or pager.

46. (New)) A real estate operations management computer program accessible to tenants, staff and at least one manager, comprising:

procedures encoded for execution by a computer system including:

procedures for accepting, storing, editing, and deleting work assignments or service requests for at least one of said staff and said at least one manager;

said procedures for accepting, storing, editing, and deleting being accessible to at least said tenants;

procedures for annotating said work assignments or service requests;

procedures for authorizing access to said work assignments or service requests.

47. (New)) A program as in claim 46, further comprising procedures for notifying said at least one of said staff and said at least one manager responsively to said procedures for accepting, storing, editing, and deleting work assignments or service requests.

48. (New) A program as in claim 47, wherein said procedures for notifying include further procedures for formatting messages for transmission by email, facsimile, or pager.

49. (New) A program as in claim 46 wherein said program is operable on a server for input and output via Internet clients.

Q' 50. (New)) A program as in claim 46, further comprising procedures for notifying a user originating said work assignments or service requests of at least one of a status and a delivery of said work assignments or service requests.

51. (New) A program as in claim 50, wherein said procedures for notifying include further procedures for formatting messages for transmission by email, facsimile, or pager.

52. (New) A real estate collaboration system with features for sharing information among staff, tenants, and a manager relating to the operation of an occupied building, comprising:

data input and output devices;

a computer system connected to said data input and output devices;

said computer system including one or more processors programmed to input, store, and process data relating to management and accounting for said building;

said processor being further programmed to receive a communication from at least one tenant, said communication including data indicating a target recipient among said staff and said manager;

said computer system being further programmed to output said communication to said target recipient.

53. (New) A system as in claim 52, wherein said communication includes a request for a service and said target is one of said staff and said manager.

54. (New) A system as in claim 52, wherein said input and output devices may include at least one wireless terminal.

55. (New) A system as in claim 52, wherein said one or more processors are further programmed to communicate a reply to said communication and to output said reply to a one of said input output devices for receipt by said at least one tenant.

56. (New) A system as in claim 52, wherein said one or more processors are further programmed to direct output selectively to said manager, said staff, and said at least one tenant such that when said communication includes an instruction from said at least one tenant to a selected at least one of said staff and said manager, said communication is outputted selectively to said selected at least one of said staff and said manager.

57. (New) A computer program for collaboratively sharing information relating to the operation of a building the program being accessible for use by tenants, staff, and at least one manager of an occupied piece of real estate, comprising:

procedures encoded for execution by a computer system for real estate management including procedures for accepting, processing, storing, and outputting payroll information, and maintenance information;

communications procedures for receiving, storing, and transmitting communications between tenants, and at least one of said staff and said manager.

58. (New) A computer program as in claim 57, wherein said at least one of said staff and said manager includes said staff and said manager.

59. (New) A computer program as in claim 57, wherein a content of said communications may include a work assignment for maintenance, request or order for tenant services, instructions relating to building security instructions, and instructions relating to procedures for emergencies.

60. (New) A computer program as in claim 59, further comprising procedures for tracking actions responsive to said communications including data assigning one or more tasks, delegating one or more tasks, and indicating a completion of one or more tasks.

61. (New) A computer program as in claim 57, wherein a content of said communications may include information from one of said tenants: providing instructions regarding access to said piece of real estate, requesting service by said staff or another supervised by said manager or said staff, or instructions relating to a unit inhabited by said one of said tenants.

62. (New) A computer program for collaboratively sharing information relating to the operation of a building the program being accessible for use by tenants, staff, and at least one manager of an occupied piece of real estate, comprising:

procedures encoded for execution by a computer system for:

receiving at least one first communication from one of said tenants including data indicating, as a target recipient said at least one manager, and for generating an output to said at least one manager responsively to said at least one first communication;

receiving at least one second communication from said at least one manager or a member of said staff, said communication including data indicating a target recipient among said tenants, and for generating an output to said target recipient responsively to said at least one second communication;

receiving at least one third communication from one of said tenants including data indicating a target recipient among said staff, and for generating an output to said target recipient responsively to said at least one third communication;

a1 receiving at least one fourth communication from said at least one manager including data indicating one or more target recipients among said tenants, and for generating an output display for one or more target recipients responsively to said at least one fourth communication;

receiving at least one fifth communication from said at least one manager including data indicating one or more target recipients among said staff and for generating an output display for said one or more target recipients responsively to said at least one fifth communication.

63. (New) A computer program as in claim 62, further comprising procedures encoded for execution by a computer system for real estate management including procedures for accepting, processing, storing, and outputting rent information, payroll information, and maintenance information.

64. (New) A computer program as in claim 62, wherein said at least one first, second, third, and fourth communications include at least one formatted for receipt on a wireless terminal and at least another differently formatted for receipt on a stationary terminal.

65. (New) A computer program as in claim 62, wherein said communications procedures include at least one for receiving at least one first communication from one of said tenants including data indicating, as a target recipient said at least one manager, and for generating an output to said at least one manager responsively to said at least one first communication.

66. (New) A computer program as in claim 62, wherein said communications procedures include at least one for receiving at least one second communication from said at least one manager or a member of said staff, said communication including data indicating a target recipient among said tenants, and for generating an output to said target recipient responsively to said at least one second communication.

67. (New) A computer program as in claim 62, wherein said communications procedures include at least one for receiving at least one third communication from one of said tenants including data indicating a target recipient among said staff, and for generating an output to said target recipient responsively to said at least one third communication.

68. (New) A computer program as in claim 62, wherein said communications procedures include at least one for receiving at least one fourth communication from said at least one manager including data indicating one or more target recipients among said tenants, and for generating an output display for one or more target recipients responsively to said at least one fourth communication.

61 69. (New) A computer program as in claim 62, wherein said communications procedures include at least one for receiving at least one fifth communication from said at least one manager including data indicating one or more target recipients among said staff and for generating an output display for said one or more target recipients responsively to said at least one fifth communication.

70. (New) A computer program as in claim 69, wherein said fifth communication includes a work assignment for maintenance, tenant services, building security instructions, and emergency information, repair orders, and safety information

71. (New) A computer program for collaboratively sharing information relating to the operation of a building the program being accessible for use by tenants, staff, and at least one manager of an occupied piece of real estate, comprising:

procedures encoded for execution by a computer system for real estate management including procedures for accepting, processing, storing, and outputting rent information, payroll information, and maintenance information;

task procedures for managing task data relating to tasks to be performed by said staff and/or said manager, including procedures for processing the entry, storage, and outputting of requests for work, repairs, security measures, notices, and services..

72. (New) A computer program as in claim 71, further comprising tenant input procedures for receiving tenant communications from said tenants and outputting said tenant communications to a selected one of said staff, said at least one manager and said tenants.

a' 73. (New) A computer program as in claim 71, further comprising procedures for adding, canceling, or modifying said task data responsively to said tenant communications.

74. (New) A computer program as in claim 71, further comprising tenant input procedures for receiving tenant input from said tenants and procedures for adding, canceling, or modifying said task data responsively to said tenant input.

75. (New) A computer program as in claim 71, further comprising manager input procedures for receiving manager communications from said manager.

76. (New) A computer program as in claim 71, further comprising procedures for adding, canceling, or modifying said task data responsively to said manager communications.

77. (New) A computer program as in claim 71, further comprising manager input procedures for receiving manager input from said at least one manager and for adding, canceling, or modifying said task data responsively to said manager input.

78. (New) A computer program as in claim 71, wherein said task procedures include procedures for outputting data to wireless terminals.

79. (New) A computer program as in claim 71, wherein said task procedures include procedures for formatting and sending an email or facsimile transmission.

80. (New) A computer program as in claim 71, wherein said task procedures include procedures for displaying information on a terminal in a common space of said real estate used by multiple ones of said tenants.

81. (New) A computer program for collaboratively sharing information relating to the operation of a building the program being accessible for use by tenants, staff, and at least one manager of an occupied piece of real estate, comprising:

procedures encoded for execution by a computer system for real estate management including procedures for accepting, processing, storing, and outputting task data relating to tasks pertaining to the operation of said occupied piece of real estate;

communications procedures for receiving, storing, and transmitting communications between said tenants, and at least one of said staff and said manager;

procedures for modifying said task data responsively to said communications.

82. (New) A computer program as in claim 81, wherein said at least one of said staff and said manager includes said staff and said manager.

83. (New) A computer program as in claim 81, wherein a content of said communications may include a work assignment for maintenance, request or order for tenant services, instructions relating to building security instructions, and instructions relating to procedures for emergencies.

84. (New) A computer program as in claim 83, further comprising procedures for tracking actions responsive to said communications including data assigning one or more tasks, delegating one or more tasks, and indicating a completion of one or more tasks.

85. (New) A computer program as in claim 81, wherein a content of said communications may include information from one of said tenants: providing instructions regarding access to said piece of real estate, requesting service by said staff or another supervised by said manager or said staff, or instructions relating to a unit inhabited by said one of said tenants.

86. (New) A computer program as in claim 81, wherein said communications may include instructions from said tenants to at least one of said staff and said manager.

a' 87. (New) A real estate operations management computer program accessible to tenants, staff and at least one manager, comprising:

- procedures encoded for execution by a computer system including:
- procedures for accepting, storing, editing, and deleting delivery information from at least one of said tenants, said staff, and said at least one manager;
- said delivery information including schedule information;
- procedures for authorizing access to said delivery information;
- procedures for notifying at least one identified in said information responsively to said information.

88. (New) A program as in claim 87 wherein said program is operable on a server for input and output via Internet clients.

89. (New) A program as in claim 88, further comprising data linking said information to data on a delivery service provider web site.

90. (New)) A program as in claim 87, further comprising procedures for notifying a user originating said information of a status of said information or a date in said information.

91. (New) A program as in claim 90, wherein said procedures for notifying include further procedures for formatting messages for transmission by email, facsimile, or pager.

92. (New) A real estate operations management computer program accessible to tenants, staff and at least one manager, comprising:

procedures encoded for execution by a computer system including:

procedures for accepting, storing, editing, and deleting service information from said tenants;

procedures for authorizing access to said service information by service providers other than said tenants, staff, and at least one manager;

procedures for outputting data responsive to said service information responsively to said procedures for authorizing.

93. (New) A program as in claim 92, wherein said service information may include vehicle information.

94. (New) A program as in claim 92, wherein said service information may include instructions regarding at least one of parking and newspaper delivery services.

95. (New) A real estate operations management computer program accessible to tenants, staff and at least one manager, comprising:

procedures encoded for execution by a computer system including:

procedures for accepting, storing, editing, and deleting task assignment information;

procedures for outputting data responsive to said task assignment data to a payroll procedure;

procedures for tracking worker attendance;

procedures for scheduling worker hours.

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96. (New) A program as in claim 95, further comprising procedures for identifying ones of said staff that are present in a location at an indicated time.

97. (New) A program as in claim 96, further comprising procedures for authorizing access to said procedures for accepting and storing, including procedures for authenticating individuals attempting to access said procedures for accepting and storing.
